

# Client Satisfaction Review

Your thoughts about our service are important to us. Any feedback about specific things that we could do to improve our client experience would be greatly appreciated.

1. On a scale of 0 to 10, how likely would you be to recommend us to friends and family?

(circle a number)

0 1 2 3 4 5 6 7 8 9

10

2. How would you rate our service using the following factors?

**Trustworthy:**  Excellent  Good  Average  Fair  Poor

**Responsive:**  Excellent  Good  Average  Fair  Poor

**Knowledgeable:**  Excellent  Good  Average  Fair  Poor

**Informative:**  Excellent  Good  Average  Fair  Poor

**Overall Rating:**  Excellent  Good  Average  Fair  Poor

3. What did you like best about our service?

I was able to  
communicate through email due to me  
living in Slidell and at the time had  
some medical conditions.

4. If you were to speak with someone who was thinking about hiring us, what would you say to them?

they were informative;  
open; honest and very willing to help me.

5. Why did you decide to hire us in the first place? My sister  
Bonnie recommend you to me.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us.  
~~None~~. If I should ~~have~~ sue <sup>or make a claim</sup>  
Against the people or Ins Co who hit  
me.

7. How many other lawyers have you worked with in the past?  
X None, \_\_\_\_\_ 1-2, \_\_\_\_\_ 3-5, \_\_\_\_\_ 6-10, \_\_\_\_\_ more than 10

8. Please tell us what specific things, if any, we could do to change or improve our service to create a better experience for you? Nothing

9. What words or phrases would you Google to find a law firm like ours?  
~~Insurance~~ Claim Lawyers / Accident

10. On a scale of 0 to 10, with 0 being not important at all, and 10 being very important, how important was our contingency fee model of 25%, 30%, 35% as compared to the "market rate" of 33%-40% in your decision to hire our firm?

(circle a number) 0 1 2 3 4 5 6 7 8 9 10

11. May we share your comments with the public for promotional purposes?

YES!  No

12. If yes, please select a preference:

Show Full Name  Show First Name Only  Post Comments Anonymously

(Signature Please) Kelly Stclair (Date) 7-11-17

(Print Name) Kelly Stclair

**THANK YOU for your client satisfaction survey!**

Please return this by hand delivery or mail to  
**901 Derbigny Street, Gretna, Louisiana 70053,**  
by fax to **504-264-5580**, or by email to **klm@magnesslaw.com**

*We greatly appreciate your input and time.*